

Abstract of the Disclosure

A system and method in a communications network of testing a communications link between Customer Premises Equipment (CPE) and a Broadband Remote Access Server (BBRAS). The CPE and BBRAS communicate mutually via an intermediate Internet Protocol Digital Subscriber Line Access Multiplexer (IPDSLAM). The CPE is connected to the IPDSLAM via an Asynchronous Transfer Mode (ATM) link, and the BBRAS is connected to the IPDSLAM via an Ethernet link. When a customer complaint is received in a Customer Care Center (CCC), the IPDSLAM is instructed to test the link. The IPDSLAM executes a first loop-back test with the CPE according to the ATM standard, and executes a second loop-back test with the BBRAS according to the Ethernet standard. The results of the first and second loop-back tests are reported to the CCC.